



time-based agent goals call center

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### General principles of learning-based multi-agent systems - group of 8 »

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DH Wolpert, KR Wheeler, K Tumer - Proceedings of the third annual conference on Autonomous ... , 1999 - portal.acm.org

... issue by modifying the local utility func- tions at run-time based on localized ... utility, GTC), is a function of the state of all **agents** across all ... fir **goal**. ...

Cited by 43 - [Web Search](#)

### Integration of representation into goal-driven behavior-based robots

MJ Mataric - Robotics and Automation, IEEE Transactions on, 1992 - ieeexplore.ieee.org

... model of the robot's current lo- cation, the desired **goal** location, and ... 1991, This work was supported in part by the Artificial Intelligence Center of Hughes ...

Cited by 351 - [Web Search](#)

### E-Service and the Consumer

RT Rust - International Journal of Electronic Commerce, 2001 - ME Sharpe

... that the product offering changes in real **time**, based on the ... consumer behavior, (2) the influence of **agents** on the ... The **goal** of this article has been to examine ...

Cited by 47 - [Web Search](#) - [BL Direct](#)

### 3D scanning in apparel design and human engineering - group of 3 »

S Paquette, SS Command, USANRDE Center - Computer Graphics and Applications, IEEE, 1996 - ieeexplore.ieee.org

... develop- ment, the US Defense Logistics **Agency** (DLA) supports ... body data are available, a major **goal** for equipment ... s motion is calculated in **time based** on the ...

Cited by 19 - [Web Search](#)

### Pedestrians: creating agent behaviors through statistical analysis of observation data - group of 11 »

K Ashida, SJ Lee, JM Allbeck, H Sun, NI Badler, D ... - Computer Animation, 2001. The Fourteenth Conference on ..., 2001 - ieeexplore.ieee.org

... a distribution of these actions over **time based** on an ... provides additional information such as **goal** positions and ... Execution unit notifies the **Agent Model** when ...

Cited by 13 - [Web Search](#)

### An animated on-line community with artificial agents - group of 5 »

C Rich, RC Waters, Y Schabes, WT Freeman, MC ... - IEEE Multimedia, 1994 - doi.ieee-computersociety.org

... modifies the motion of the body over **time based** on the ... a **goal** is a high-level action the **agent** wants to ... **Goals** are "high level" in the sense that the **agent** ...

Cited by 11 - [Web Search](#)

### On Developing Distributed Middleware Services for QoS-and Criticality-Based Resource Negotiation and ... - group of 6 »

JA Huang, YA Wang, FA Cao - Real-Time Systems, 1999 - Springer

... scheduling spanning tree first with the **goal** of reducing system ... request again after a waiting **time based** on its ... The DSRM **agent** on each node executes sessions by ...

Cited by 34 - [Web Search](#) - [BL Direct](#)

### The Virtual Mission Operations Center - group of 3 »

M Moore, J Fox - In NASA. Johnson Space Center, Seventh Annual Workshop on ..., 1994 - aaaproduct.gsfc.nasa.gov

... of how **agent** authority can develop over **time based** on proven ... to share and extend evolving group **goals** to support ... for responding to her personalized user **agent**. ...

Cited by 2 - [View as HTML](#) - [Web Search](#)

### Modeling Adaptive Autonomous Agents - group of 23 »

P Maes - Artificial Life, 1994 - ist-socrates.berkeley.edu  
... How can an **agent** improve its performance over **time based** on its ... selection is robust, adaptive and whether the **agent** achieves its **goals** within the ...  
[Cited by 347](#) - [View as HTML](#) - [Web Search](#)

[book] **Simulating human tasks using simple natural language instructions**  
MR Jung, JK Kalita, NI Badler, W Ching - 1991 - IEEE Computer Society Washington, DC, USA  
... T1, T2)) means that an action E, in which **agent Agent** achieves **goal** Rel to ... The component subgoals above, contact, and support can be geometrically de ...  
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[\[BOOK\]](#) **Call Center Management on Fast Forward: Succeeding in Today's Dynamic Inbound Environment** [All articles](#) [Recent articles](#)

B Cleveland, J Mayben - 1997 - books.google.com

... Our **goal** in writing this book is to provide you ... to offer cost-effective 24 hour a **day service**. ... all three components accurately for future **time** periods, usually ...

[Cited by 51](#) - [Web Search](#) - [Library Search](#)

**Visualizing large telecommunication data sets - group of 2 »**

EE Koutsofios, SC North, DA Keim - Computer Graphics and Applications, IEEE, 1999 - [ieeexplore.ieee.org](#)

... Our **goal** was to help decision makers react to changing con ... often involves comparing multiple data sets that **vary by time** ... in the use of services by **time of day**, s ...

[Cited by 12](#) - [Web Search](#)

**Eyes wide shut? Querying the depth of call centre learning - group of 3 »**

M Houlihan - Telephony, 1999 - [emeraldinsight.com](#)

... When behavioural control is a primary **goal** this introduces a climate of ... a combination of strategies and that their approach will **vary over time** and context ...

[Cited by 8](#) - [Web Search](#) - [BL Direct](#)

**Using a manufacturing based simulation package to model as customer service center - group of 2 »**

V Chin, SC Sprecher - Proceedings of the 22nd conference on Winter simulation, 1990 - [portal.acm.org](#)

... per **day** at given demand rates which **vary** by hour ... though, that the staffing number precludes **time** away from ... are required to meet the 95 percent answer rate **goal**. ...

[Cited by 2](#) - [Web Search](#)

**Using the at&t labs packetscope for internet measurements, design, and performance analysis**

N Anerousis, R Caceres, N Duffield, A Feldmann, A ... - AT&T Services and Infrastructure Performance Symposium, Nov, 1997 - [kiskeya.net](#)

... collection mode, the monitors can **vary** the granularity ... remarkable improvements in re- sponse **time** for an ... systems serve two sets of **goals**: • customer facing ...

[Cited by 12](#) - [View as HTML](#) - [Web Search](#)

[\[PS\]](#) **Empirical analysis of a call center**

A Mandelbaum, A Sakov, S Zeltyn - Faculty of Industrial Engineering and Management. Technion- ..., 2001 - [iew3.technion.ac.il](#)

... The **goal** of Service Engineering is to develop scientically-based ... 6. D { date of **call** in format year-month-day. ... 7. VRU in { **Time** that the phone-call enters the ...

[Cited by 33](#) - [View as HTML](#) - [Web Search](#)

**MusicFX: an arbiter of group preferences for computer supported collaborative workouts - group of 11 »**

JF McCarthy, TD Anagnost - Proceedings of the 1998 ACM conference on Computer supported ..., 1998 - [portal.acm.org](#)

... mile these **goals** focus on the issue of music selection ... fikelly to hear the same station every **time** they work ... we also allow the music selection to **vary** among the ...

[Cited by 47](#) - [Web Search](#)

**The virtual visit: using telecommunications technology to take care of patients - group of 2 »**

RH Friedman, JE Stollerman, DM Mahoney, L ... - J Am Med Inform Assoc, 1997 - [pubmedcentral.nih.gov](#)

... conversations per patient and their frequency can also **vary**. ... multiple conversations over **time**, since behavior change takes **time**. ... in the behavior at a **goal** level ...

[Cited by 36](#) - [Web Search](#) - [BL Direct](#)

[Rostering by iterating integer programming and simulation - group of 7 »](#)

SG Henderson, AJ Mason - Proceedings of the 30th conference on Winter simulation, 1998 - portal.acm.org

... rigourously establish results, since our main **goal** is to ... major measure of service

is waiting **time** in the ... These utility curves can **vary** from customer to customer ...

Cited by 10 - [Web Search](#) - [BL Direct](#)

[Call centers \(centres\): Research bibliography with abstracts - group of 2 »](#)

A Mandelbaum - Electronically available as ie. technion. ac. il/ ~ serveng ..., 2001 - iew3.technion.ac.il

... My **goal** here is to "describe" this research through a ... method resulted in patron delays

observed to **vary** from 2 ... of toll booths required at any **time of day** ...

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### ... and Perceived Intraorganizational Competition on **Salesperson** Goal Setting and Performance

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SP Brown, WL Cron, JW Slocum Jr - Journal of Marketing, 1998 - JSTOR

... we included the interaction term in a second regression and examined the significance of the **change** in R2 ... **Salesperson** Goal Setting and Performance 193. TABLE ...Cited by 24 - [Web Search](#) - [BL Direct](#)

### An Integrated Control Theory Model of Work Motivation

HJ Klein - The Academy of Management Review, 1989 - JSTOR

... **performance** is not greater than that of the current **goal**, no such **change** would be ...In some situations, however, the SEU of the higher **performance** level may ...Cited by 75 - [Web Search](#) - [Library Search](#)

### Developing Buyer-Seller Relationships - group of 2 »

FR Dwyer, PH Schurr, S Oh - Journal of Marketing, 1987 - JSTOR

... within a current rather than a new ex- **change** association, the ... each party to gauge and test the **goal** compatibility, integrity, and **performance** of the ...Cited by 1229 - [Web Search](#)

### ... Importance of Key Job Dimensions and Leadership Behaviors in Motivating **Salesperson** Work Performance

PK Tyagi - Journal of Marketing, 1985 - JSTOR

... 01 .21 3.0 .05 Leader **goal** emphasis .10 ... Extrinsic Motivation and Work **Performance****Performance** Significance Motivation ... of attempting to **change** what salespersons ...Cited by 31 - [Web Search](#)

### Transformational and Transactional Leadership and **Salesperson** Performance - group of 2 »

SB MacKenzie, PM Podsakoff, GA Rich - Journal of the Academy of Marketing Science, 2001 - jam.sagepub.com

... Transformational leadership involves fundamentally **changing** the values, **goals**, and aspirations of ... In particular, sales **performance** is generally de- fined ...Cited by 32 - [Web Search](#) - [BL Direct](#)

### ... the Influence of Situational Constraints, Leader-Member Exchange, and Goal Commitment on Performance

HJ Klein, JS Kim - The Academy of Management Journal, 1998 - JSTOR

... relationship between **goal** commit- ment and **performance** for higher ... Employees with higher-quality ex- **change** relationships and high **goal** commitment performed ...Cited by 26 - [Web Search](#) - [Library Search](#) - [BL Direct](#)

### The Influence of Career Stages on Salespeople's Job Attitudes, Work Perceptions, and Performance

WL Cron, JW Slocum Jr - Journal of Marketing Research, 1986 - JSTOR

... William L. (1984), "Industrial **Salesperson** Develop- ment: A ... Cycle and **Goal** Setting: **Goals**, **Performance**, and Attitudes ... Departmental and Job **Change** Upon Perceived ...Cited by 27 - [Web Search](#)

### The Influence of Career Stages on Components of **Salesperson** Motivation

WL Cron, AJ Dubinsky, RE Michaels - Journal of Marketing, 1988 - JSTOR

... also has been found to modify the relationship be- tween **performance** and various ... Salespeople's aspirations and **goals** are likely to **change**, Influence of ...Cited by 17 - [Web Search](#)

### The Determinants of **Salesperson** Performance: A Meta-Analysis

GA Churchill Jr, NM Ford, SW Hartley, OC Walker Jr - Journal of Marketing Research, 1985 - JSTOR  
... terms of its contributions to the **goals** of the ... The crucial distinction between  
**performance** and effective- ness is ... person, the quota, or perhaps a **change** in the ...  
[Cited by 167](#) - [Web Search](#) - [Library Search](#)

[book](#) **Performance Consulting** - group of 2 »

DG Robinson - 1996 - [books.google.com](#)

... be taken if that **performance** is to **change**." Someone in the role of Per- formance  
Consultant thinks in terms of what people must do if business **goals** are to ...

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Items	File
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Processing	
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Examined 100 files	
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4	180: Federal Register_1985-2006/Jun 12
Examined 150 files	
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Processing	
Examined 200 files	
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>>>File 349 processing for CHANG? stopped at CHANGIERVORRICHTUNG	
>>>File 349 processing for ALTER? stopped at ALTERNATIVELYATLEASTABOUT89	
2	349: PCT FULLTEXT_1979-2006/UB=20060608,UT=20060601
Examined 250 files	
Examined 300 files	
Examined 350 files	
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Examined 400 files	
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1	654: US Pat.Full._1976-2006/Jun 08
Examined 450 files	
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L2	59	(adjust\$3 or adjustment\$1 or chang\$3 or alter\$3 or vary\$3 or variance\$1) NEAR5 (expectation\$1 or goal\$1 or objective\$1 or metric\$1 or performance or productivity) NEAR5 (time NEAR2 day\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/12 17:57
L3	44	2 not 1	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/12 17:58
L4	0	3 AND ((call or contact) NEAR2 center\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/12 17:58
L5	32	3 AND (agent\$1 or representative\$1 or operator\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/12 18:10
L6	2	("6567787").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/12 18:29
L7	7037	performance NEAR5 (threshold\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/12 18:29
L8	451	7 SAME (call or calls or task\$1 or job\$1 or assignment\$1 or work)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/12 18:30



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L9	8	8 SAME ((time or times) NEAR4 (dependent or based))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/12 18:30
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